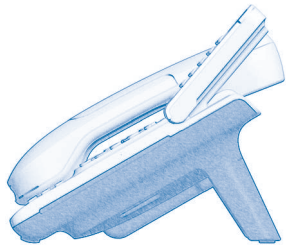
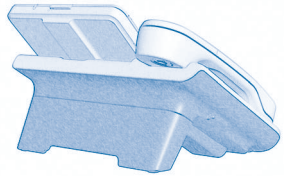
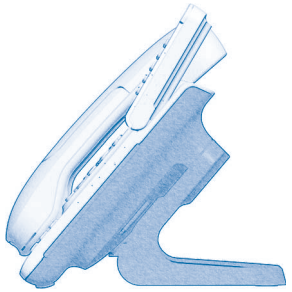
Alcatel **OmniPCX** *Enterprise*
Alcatel 4028/4029







ALCATEL

User manual

Introduction

Thank you for choosing a telephone from the 4028/4029 range manufactured by **Alcatel**.
Your 4028 (IP)/4029 (digital) terminal has a new ergonomic layout for more effective communication.

- A large graphic screen, in conjunction with various keys and the navigator, allows you to make calls, configure and program your telephone,
- a receiver that is pleasant to use: it fits nicely in the hand with a flexible grip section,
- communication is even more convenient using the audio keys (speaker, handsfree),
- using the convenient alphabetic keypad, you can call your correspondents by name.

How to use this guide

Actions

Lift the receiver.

Hang up.

Keypad

Numeric keypad.

Alphabetic keypad.

Specific key on numeric keypad.

Navigator

Move the navigation key up, down, to the left or to the right.

To go back one level (press and release) or to return to the welcome page (press and hold) ; during a conversation, can be used to access the different pages (Menu, Main, etc.) and to return to the telephone screens.

Display and display keys

Partial view of display.

Display key.

Audio keys

Speaker,
Handsfree.

Adjustment “reduce”.

Adjustment “increase”.

Programmable keys and icons

Line key.

Icon corresponding to key.

Other fixed keys

Hold and Transfer keys.

MENU key.

Voice mail access key.

Other symbols used

Means that the feature is accessible from the Menu page.

Means that the feature is accessible from the Main page.

Means that the feature is accessible from the Info page.

Means that the feature is subject to programming. If necessary, contact your installer.

Means that the feature can be accessed by pressing a programmed key - see **Program the keys for the Main page or the add-on module**.

These symbols may be supplemented by small icons or text.

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Getting to know your telephone

Audio keys

END key to terminate a call.

Handsfree/Speaker Key: to make or answer a call without lifting the receiver.
- Lit in handsfree mode or headset mode (short press).
- Flashing in speaker mode (long press).

Intercom/Mute key:
- During a call: press this key so that your party cannot hear you.
- Terminal idle: press this key so that you can automatically answer a call without lifting the receiver.

To adjust the speaker or receiver volume up or down

Extension unit

An extension unit can be fitted to your telephone. This provides additional keys which can be configured as feature keys, line keys, call keys etc.
To affix labels: push the holding strip of the unit backwards to you and lift it. Install the label under the keypad, in the housing designed for, and place the keypad back into position.

Display and display keys

Contains several lines and pages providing information on calls and the features accessible via the 10 keys associated with the words on the screen.

Forward icon: pressing the key next to this icon allows you to program or change the forward feature.

Receiver connected.

Appointment programmed.

Silent mode enabled.

Telephone locked.

Display keys: pressing a display key activates the feature shown associated with it on the screen.

Navigation

OK key: used to validate your choices and options while programming or configuring.

Left-right navigator: used to move from one page to another.

Up-down navigator: used to scroll through the content of a page.

Back/Exit key: to return to previous menu (short press) or return to first screen (long press) ; during a conversation, provides access to welcome screens (Menu, Info, ...) and to return to the conversation icon screens.

Welcome screens

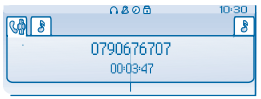
Menu page: contains all features and applications accessible via the keys associated with the words on the screen.
Main page: contains call line keys (allowing supervision of calls) and programmable call keys.

Info page: contains information on the telephone and the status of its features: name, telephone number, number of messages, activation of forwar feature, appointment reminder, etc.

Call display

Incoming call.

Call in progress or outgoing call.



Call on hold.

If you get two calls at the same time, you can switch from one call to the other by pressing the display key associated with each call.

Left-right navigator: used to check calls.
OK key: used to answer the call checked.

Feature keys and programmable keys

Guide key: used to obtain information on features of the 'menu' page and to program key of the 'main' page.

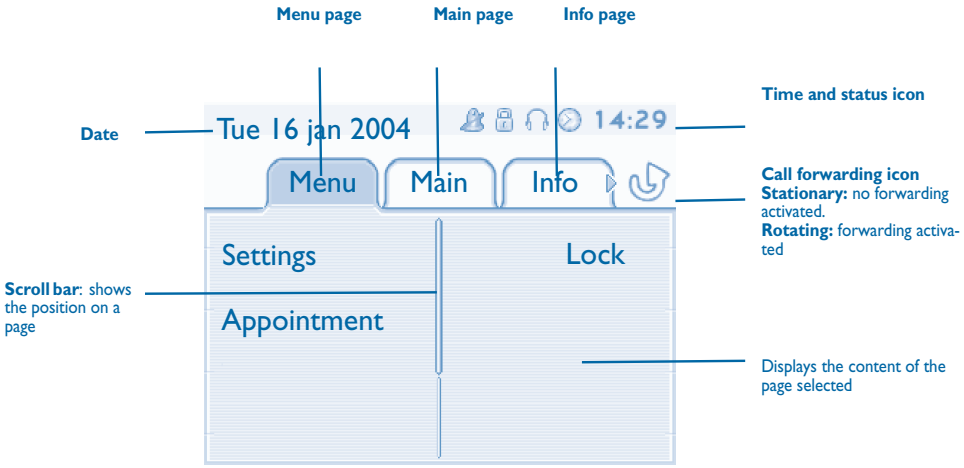
Messaging key to access various mail services:
if the key flashes, a new voice message or a new text message has been received.

'Redial' key: to access the 'Redial' feature.

Hold: the call is placed on hold.
Transfer: transfer the call to another number.

1 Description of the screens

1.1 Welcome screens



- **Menu page:** contains all features and applications accessible via the keys associated with the words on the screen. From this page, it is possible to adjust the ringer volume and screen brightness, program the time of an appointment, lock the terminal, define the default page displayed, configure voice mail, and access telephone features such as calling back one of the last 10 numbers or intercepting calls.

- **Main page:** contains call line keys (allowing supervision of calls) and programmable call keys. The up-down navigator is used to access all the direct call keys (apart from those displayed by default). Direct call keys are programmed or modified via the Information key.

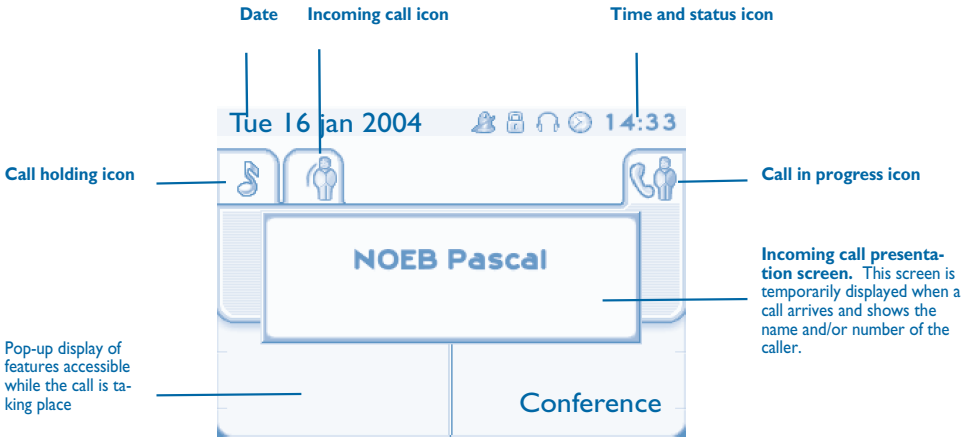
- **Info page:** contains information on the telephone and the status of its features: name, telephone number, number of messages, activation of forwar feature, appointment reminder, etc.

Left-right navigator:
used to move from one page to another.

Up-down navigator:
used to scroll through the content of a page.

Description of the screens

1.2 Call management screen


Date
Incoming call icon
Time and status icon
Tue 16 jan 2004
14:33
Call holding icon
Call in progress icon
NOEB Pascal
Incoming call presentation screen. This screen is temporarily displayed when a call arrives and shows the name and/or number of the caller.
Pop-up display of features accessible while the call is taking place
Conference

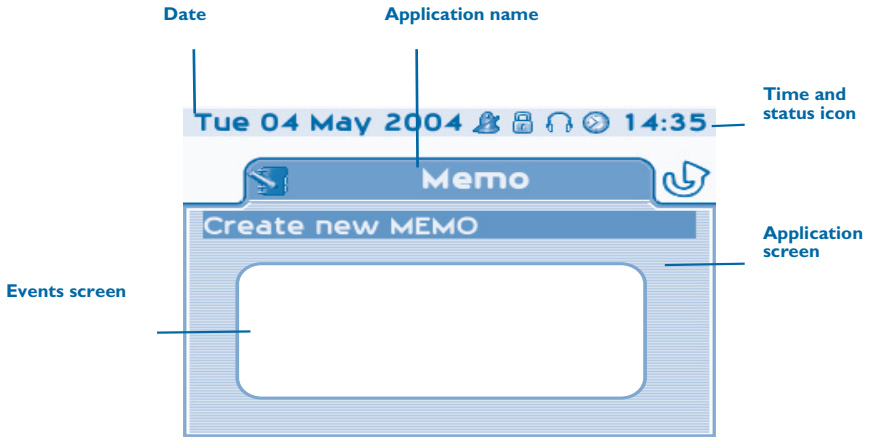
Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, held, arrival of new call). When a call is in progress, use the left-right navigator to look at held or incoming calls.

Use the up-down navigator to display the features accessible. These features (transfer, conference, etc.) are directly related to the status of the call consulted. For example, the transfer feature will not be available between a call in progress or a held call and an incoming call.

Back/Exit key:
used to switch from a telephone screen to an application screen. For example, can be used while a call is in progress to look up a number, program an appointment reminder, etc.

Calls can also be managed from the Main page.
While the call is in progress, press the Back/Exit key and display the Main page.
Calls in progress or waiting are displayed on the different line keys. It is then possible to converse with the caller of your choice by pressing the key associated with him.

1.3 Application screen



- **Application screen:** displays information relevant to programming or configuring the telephone.
- **Events screen:** displays events connected to the programming or configuration operations in progress, confirmation, rejection, error, etc.

2 Using your telephone

2.1 Making a call

dial the number for your call — OR — lift the receiver — OR — number required

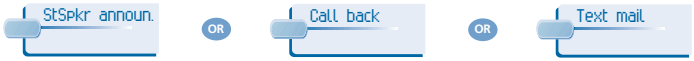
handsfree — number required — OR — programmable line key — OR — dial by name

you are in conversation with the destination number

To make an external call, dial the outside line access code (9) before dialing your party's number. 9 is the default code for an outside line.

For the attendant, dial '0' (by default).

- **If the internal or outside number does not reply:**



broadcast a message on the speaker of the free terminal — OR — request callback to a busy terminal — OR — send a written message

OR — send a voice message — OR — go to next screen

2.2 Answering a call

lift the receiver — OR — handsfree — OR — press the key next to the **'incoming call'** icon

2.3 Using the telephone in 'handsfree' mode

- Terminal idle:

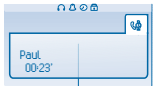
press and release — terminate your call

- Call in progress:

you are in conversation with the destination number — press and release

During a conversation, you can lift the receiver without terminating the call.

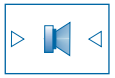
2.4 Activating the speaker during a conversation (receiver lifted) -Speaker



you are in conversation with the destination number

activate speaker (long press)

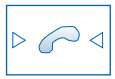
→ **the speaker key flashes**



adjust volume (9 levels)

deactivate speaker (long press)

→ **the key is no longer lit**



Press and release the speaker key to switch to handsfree mode (light steady).

2.5 Calling your correspondent by name (company directory)

enter the name or initials or the surname and first name of your correspondent

→ select the type of search you want (last name, last name and first name* or initials*)

→ **Display of all the correspondents meeting the search criteria**

display the previous and next names

OR press the key associated with the correspondent to call

OR modify the search

*Name must be entered in format name/space/first name.

2.6 Make calls via your programmed call keys

Main

access the '**Main**' page

select the party you want to call from the programmed call keys

call the selected party

2.7 Calling from the common directory

Your terminal has access to a common directory of outside numbers.

directory number

2.8 Redial

Menu

'Redial' key

OR

reach the '**Menu**' page

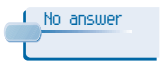
→ **last number redial**

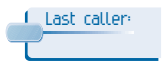
2.9 Call back the last caller (whose call was not answered)

Menu

caller Callback last

reach the '**Menu**' page





call back the last caller

2.10 Requesting automatic callback if internal number is busy

Internal number is busy → Call back → callback request acknowledged

2.11 Answering an internal call in intercom mode

You can answer without lifting the receiver. When you receive an internal call, your telephone rings and you are connected directly in handsfree mode. The screen shows the caller's identity.

- **To activate - Terminal idle:**

→ corresponding LED lights up

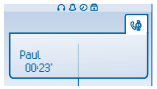
When your caller hangs up, intercom mode remains active.

- **To deactivate - Terminal idle:**

→ the corresponding LED goes out

2.12 Sending DTMF signals

During a conversation you sometimes have to send DTMF signals, such as with a voice server, an automated attendant or a remotely consulted answering machine.



you are in conversation with the destination number

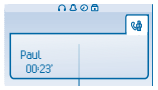
* OR Send DTMF

to activate

The feature is automatically cancelled when you hang up.

2.13 Mute, so that your correspondent cannot hear you

You can hear your correspondent but he/she cannot hear you:



you are in conversation with the destination number

→ The key lights up

disable microphone

→ The key is no longer lit

resume the conversation

3 During a call

3.1 Making a second call during a conversation

During a call, you can call a second person (consultation call):

you are in conversation with the destination number

the first call is placed on hold

number of second party

name of second party

- **Other methods for calling a second correspondent**

Dial the number for your call.

Name of second party.

- To access the 'Redial' feature (press and hold).
- Call back on the last 10 number dialled (short press).

Programmable line key.

- **To cancel your second call and recover the first:**

If you make an error, hang up: your telephone will ring and you will recover your first call.

3.2 Answering a second call during a conversation

- **A second correspondent is trying to call you:**

you are in conversation with the destination number

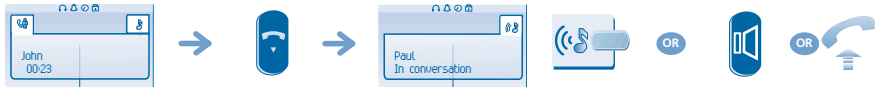
name or no. of the caller displayed for 3 seconds

- **Answer call displayed:**

line key for which icon is flashing

the first call is placed on hold

- **To return to your first caller and end the conversation in progress:**



key associated with the **'incoming call'** icon

3.3 Switching between calls (Broker call)

During a call, a second call is put on hold.
To alternate between calls:

key associated with the **'incoming call'** icon

place your first party on hold

3.4 Transferring a call

- **To transfer your call to another number:**

you are in conversation with the destination number — press 'Transfer' key — dial the number to be called — press to perform the transfer

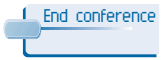
Transfer between two outside calls is not generally possible (depends on country concerned and system configuration).

3.5 Three-way conference with internal and/or external correspondents (conference)

- During a call, to establish a three-way conference:

press the "**Conference**" key — number of second party — press to establish the three-way conference

- Cancel conference and return to first correspondant (if conference is active):



- Hang up on all correspondant (if conference is active):

- After the conference, to leave your two correspondents talking together:

3.6 Talk simultaneously to more than 2 correspondents

You are in a conference call with 2 correspondents. To add another correspondent to the conference:

correspondent's name or number

3.7 Placing a call on hold (HOLD)

- **Exclusive hold:**

During a call, you may place the call on hold and recover it later, on the same telephone

you are in conversation with the destination number — your call is placed on hold

- **Press 'Hold' to recover the call on hold:**

• **Common hold:**
To recover your call on any telephone in your system.

you are in conversation with the destination number

your call is placed on hold

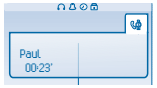
Recover the call on hold from any telephone:

key associated with the **'incoming call'** icon

3.8 Placing an outside call on hold (parking)

call Park/retrieve

You can place an outside call on hold and recover the call on another telephone:



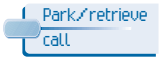
you are in conversation with the destination number

A parking announcement message is displayed on the screen of the parking destination set.

• **To recover the parked call:**
call Park/retrieve

To automatically take the parked call, pick up the handset of the parking destination set.

reach the '**Menu**' page



If the parked call is not recovered within a preset time (default value 1 min 30), it is transferred to the attendant.

3.9 Intrusion into an internal conversation

Your correspondent's line is busy. If the number is not "protected" and if authorised, you can intrude into the call:

same key to exit

• **Protection against intrusion:**
protection Intrusion

press programmable key

enter the number desired

Protection is cancelled when you hang up.

3.10 Adjust audio volume

During a call, to adjust the volume level of the speaker or receiver:

you are in conversation with the destination number

adjust audio volume

4 Sharing

4.1 Answering a night or a general bell

Menu

call pickup Night service

When the attendant is absent, outside calls to the attendant are indicated by a general bell. To answer:

reach the '**Menu**' page

4.2 Manager/assistant screening

Screened list:

System configuration allows "manager/assistant" groups to be formed, so that the manager's calls can be directed to one or more secretaries.

- **From the manager's or assistant's telephone:**

press programmable key

→ **Incoming calls are screened by a designated person (assistant, etc.)**

press the same key to cancel

Screening is indicated on the manager's telephone by the icon corresponding to the "Screening" programmed key.

4.3 Individual pick-up

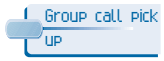
Menu

You hear a telephone ringing in an office where no-one can answer. If authorised, you can answer the call on your own telephone.

- **If the telephone ringing is in your own pick-up group:**

up Group call pick

reach the '**Menu**' page



- **If the telephone ringing is not in your pick-up group:**

pickup Individual call

reach the '**Menu**' page

dial the number of the ringing telephone

The system can be configured to prevent call pick-up on certain telephones.

4.4 Hunting groups

• **Hunting group call:**
Certain numbers can form a hunting group and can be called by dialling the group number.

Group No.

• **Temporary exit from your hunting group:**

hunt group Exit station

reach the '**Menu**' page

your group number

• **Return into your group:**

hunt group Enter station

reach the '**Menu**' page

your group number

Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number.

4.5 Calling an internal correspondent on his/her pager

The number called does not answer and you know that the person called has a pager:

number called number called

paging in progress is displayed

Your correspondent can answer from any telephone in the system.

4.6 Answering a call on your pager

Menu

Paging answer

A call on your pager can be answered from any telephone within the system.

your pager beeps

reach the '**Menu**' page

your extension number

4.7 Calling a correspondent on his/her speaker

Menu

Your internal correspondent does not answer. If authorised, you can remotely activate your correspondent's phone:

your party does not answer

→ **you are connected to the speaker on your correspondent's phone (if he/she has the handsfree feature)**

4.8 Sending a written message to an internal correspondent

enter the number of the terminal to receive the message

OR enter the first letters of the last name

select a predefined message

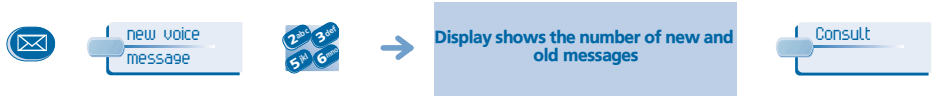
OR

select a predefined message to complete

compose a new message

complete your message

4.9 Sending a copy of a voice message



personal code

dial the number to be called

dial by name

send message

4.10 Sending a recorded message to a number/a distribution list

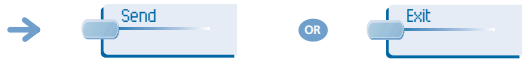
personal code

record message

end recording

dial the number to be called

dial by name

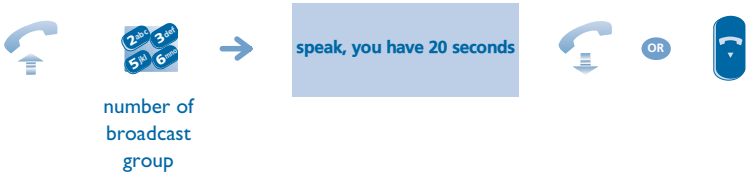


send message

end of broadcast

4.11 Broadcasting a message on the speakers of a station group

A message not requiring an answer can be broadcast on the speakers within your broadcast group:



number of broadcast group

The message will only be broadcast on terminals not in use and which have a speaker.

5 Keeping in touch

5.1 Forwarding calls to another number (immediate diversion)

The number can be your home, portable or car phone, voice message or an internal extension (attendant, etc.).

dial the number to be called

→ **diversion is acknowledged**

You can make calls, but only the destination number can call you.

5.2 Forwarding your calls to your voice message service

→ **diversion is acknowledged**

5.3 When you return, review your recorded messages

The light indicates that messages have been received.

personal code

→ **Display shows name of sender, with date, time and ranking of message**

listen to message

erase message

call sender of message

archive the message

terminate consultation

5.4 Forwarding calls to your pager

Radio paging

Callers will thus be able to contact you while you are moving around the company:

press programmable key

→ **diversion is acknowledged**

5.5 Forwarding your calls from the receiving terminal ("Follow me")

Remote forward

You wish to receive your calls in your present location:
Use the "Follow me" feature.

your extension number

press programmable key

your extension number

→ **diversion is acknowledged**

5.6 Applying a selective diversion

Menu

You can forward your primary number and your secondary number or numbers to different sets.

reach the '**Menu**' page

select the number to forward

number receiving diversion

5.7 Cancelling all diversions

Program another type of forwarding, if desired

5.8 Cancelling a specific diversion

programmed key corresponding to type of diversion (group or selective)

5.9 Forwarding calls when your line is busy (forward if busy)

Menu

Forward on busy

Callers will thus be able to contact you while you are moving around the company:

reach the '**Menu**' page

number receiving diversion

diversion is acknowledged

press programmable key

number receiving diversion

diversion is acknowledged

5.10 Do not disturb

On/Off Do not disturb

You can make your terminal temporarily unavailable for all calls.

diversion is acknowledged

Callers wishing to contact you will see the 'Do Not Disturb' message displayed on their sets when they try to call.

5.11 Leaving a recorded message for internal callers

You can leave a message on your terminal which will be displayed on the screen of the terminal calling you.

select a predefined message

select a predefined message to complete

compose a new message

complete your message

5.12 Consulting written messages

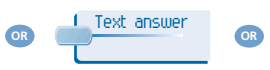
The light indicates that messages have been received.

number of messages received
New text messa
Read message
Display shows name of sender, with date, time and ranking of message

call sender of message

record message

next message



answer with a text message

terminate consultation

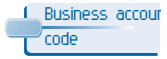
6 Managing your charges

6.1 Charging your calls directly to business accounts

Menu

You can charge the cost of your outside calls to business account numbers.

reach the '**Menu**' page



number of business account

number required

6.2 Finding out the cost of an outside call made for an internal user from your terminal

reach the '**Menu**' page

7 Programming your telephone

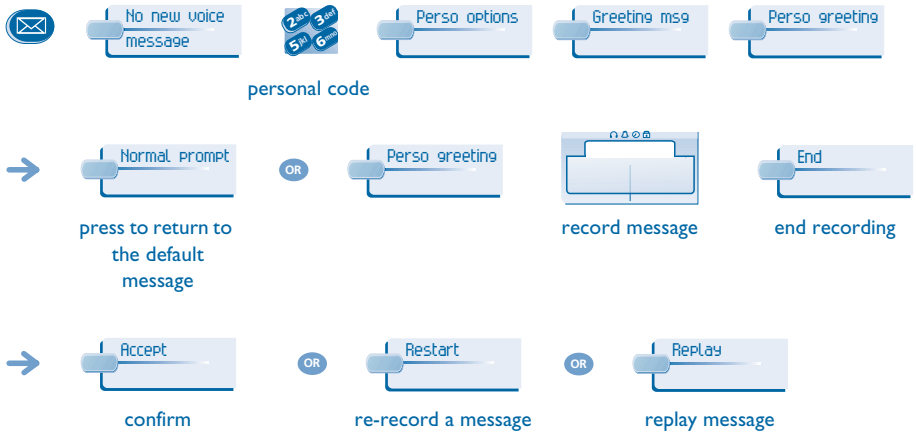
7.1 Initializing your voice mailbox

Your personal code is used to access your voice mailbox and to lock your telephone.

7.2 Customizing your voice greeting

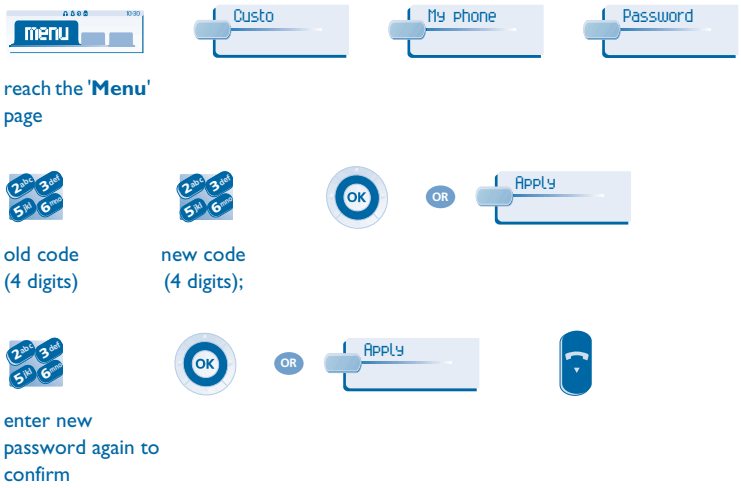
Menu

You can replace the greeting message by a personal message.



7.3 Modify the password for your phone set

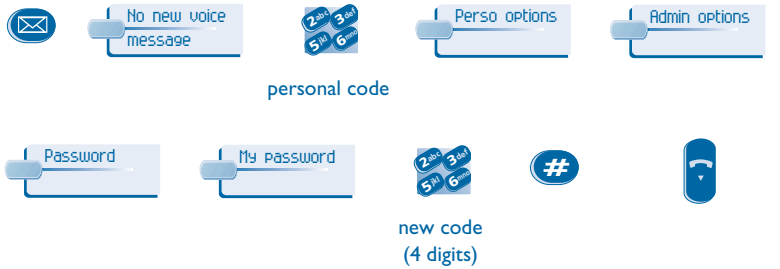
Menu



Feature enabling the user to switch back and forth between several simultaneous calls (default password 0000).

7.4 Modify the password for your voice mailbox

Menu



As long as your voice mailbox has not been initialized, the personal code is 0000.

7.5 Adjusting the audio features

Menu

reach the '**Menu**' page

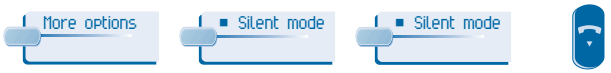
▼ Choose the tune:

select the melody of your choice (16 tunes)

▼ Adjusting the ringer volume:

select the level of your choice: (12 levels)

▼ Activate/deactivate silent mode:



to deactivate to activate

▼ Activate/disable meeting mode (progressive ringing):

to deactivate to activate

▼ Activate/deactivate discreet ring mode:

to deactivate to activate

▼ Adjust ringer volume while a call arrives

your telephone rings adjusting the ringer volume:

7.6 Adjusting screen brightness

Menu

reach the '**Menu**' page

increase or decrease the contrast

7.7 Selecting the welcome page

Menu

This feature is used to choose the page displayed by default on the telephone.

select the default page

7.8 Selecting language

Menu

reach the '**Menu**' page

enter your personal code → select the language of your choice

7.9 Program the keys for the Main page or the add-on module

Main

You can program call numbers and features for the 'Main' page keys and the add-on module keys.

reach the '**Menu**' page | press the key you want to program | to program a number | to program a feature

- To program a number:

enter the number | enter the name | confirm

- To program a feature:

→ **follow informations displayed on the screen**

- Other possibilities:

modify contents of entry displayed | delete

7.10 Programming an appointment reminder

Menu

You can define the time of a temporary reminder (one in 24 hours) or a permanent reminder (every day at the same time).

reach the '**Menu**' page | enter time of appointment

dial the number of the appointment destination set

The '**Appointment programmed**' icon is displayed on the welcome page.

- **At the programmed time, your telephone rings:**

If your calls are forwarded to another terminal, the diversion is not applied to the reminder call.

- **To cancel your reminder request:**

reach the '**Menu**' page

The '**Appointment programmed**' icon disappears from the welcome page.

7.11 Identifying the terminal you are on

Info

The number of your telephone is displayed on the 'Info' page.

Access the **Info** page using the navigator.

7.12 Lock / unlock your telephone

Menu

reach the '**Menu**' page

depending the displayed informations, enter your password or confirm

→ **your telephone is locked/unlocked**

7.13 Configuring the audio jack of your telephone

Menu

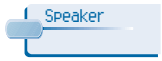
By default, the audio jack of your telephone can be used to connect a headset, handsfree kit or speaker.

reach the '**Menu**' page

→

OR

OR



7.14 Modify the associated number

Menu

The associated number can be a phone set number, the voice mail number or the pager number.

reach the '**Menu**' page

enter your personal code

enter the new associated number

→ **acceptance of the programming is displayed**

7.15 Create, modify or consult your intercom list (max. 10 numbers)

Menu

reach the '**Menu**' page

→ **follow instructions given on display**

Compliance

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice.
The invoice will be demanded if making a claim under the warranty. The warranty does not however apply in the following cases: in the event of use that does not comply with the instructions given in this user's manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

Warning: never place your telephone in contact with water. To clean your telephone, you may however use a damp soft cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Never spray it with cleaning products.
Earpiece may retain magnetic objects.

The wording is not contractual and may be subject to change. Some features of your telephone are controlled by a software key and the configuration of the unit.

Declaration of compliance
We, Alcatel Business Systems, hereby declare that we assume the Alcatel 4028/4029 product to be compliant with the essential requirements of Directive 1999/5/CE of the European Parliament and Council. A copy of the original of this declaration of compliance can be obtained from your installer.
This equipement has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. This Class B digital apparatus complies with Canadian ICES-003. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed ans used in accordance with the instructions, may cause harmful interference to radio communications. If this equipment does cause harmful interference, please contact your installer.

Alcatel Business Systems, in keeping with its policy of constant product improvement for the customer, reserves the right to modify product specifications without prior notice.

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